

PUBLIC WORKS AND TRANSPORTATION

Transit Services

PROGRAM:

Commuter Services

PROGRAM ELEMENT:
PROGRAM MISSION:

 To implement transportation systems that maximize commuter mobility and foster livable communities in each Transportation Policy Area^a
COMMUNITY OUTCOMES SUPPORTED:

- Reduce traffic congestion
- Reduce air and noise pollution, energy consumption, wilderness and farmland encroachment
- Improve pedestrian safety
- Enhance economic development

PROGRAM MEASURES

	FY01 ACTUAL	FY02 ACTUAL	FY03 ACTUAL	FY04 BUDGET	FY04 ACTUAL	FY05 APPROVED
Outcomes/Results:						
Employers that have adopted at least one TCM ^b	1,733	1,750	1,839	2,100	2,109	2,300
Percentage of employees who are non-drivers in peak periods: ^c						
Bethesda Transportation Management District (TMD)	26	26	34	30	34	34
Friendship Heights TMD	40	33	43	34	NA	38
North Bethesda TMD	24	24	26	25	NA	25
Silver Spring TMD	47	46	39	46	NA	46
Wheaton Central Business District	10	10	20	12	NA	12
Service Quality:						
Percentage of requests for service or information that:						
- Were handled courteously	98	99	99	99	99	99
- Were handled quickly (within 5 days)	100	100	100	100	100	100
Efficiency:						
Average cost per actively participating employer (\$) ^d	1,306	882	732	867	873	903
Workload/Outputs:						
Employers actively participating ^d	2,511	3,376	4,021	4,400	3,845	4,400
Carpool matchlists provided and followed up	7,625	11,594	14,140	15,000	12,836	14,000
Employer transportation plans developed	21	14	23	100	249	350
Fare media sold at commuter store (\$)	365,086	515,304	625,502	650,000	777,485	815,000
Employer outreach activities (total) ^e	4,594	3,663	4,507	4,600	5,004	5,500
Inputs:						
Expenditures (\$000)	3,279	2,578	3,067	3,810	3,358	3,948
Workyears (positions)	14.0	13.9	13.9	14.4	14.4	15.5

Notes:

^a"Transportation Policy Area" is a generic term used to designate urbanized areas that have been the focus of County transportation demand management activities. They may range from informally identified service areas to Transportation Management Districts created by the County Council.

^bTCM stands for "Transportation Control Measure." This is a strategy that serves to lessen the demand for single occupant vehicle (SOV) use. Examples include charging for SOV parking, providing preferential parking spaces for carpools, promoting or facilitating teleworking, reducing fares for transit or parking charges for carpools, and providing bicycle or pedestrian amenities such as bike lockers or sidewalk connections.

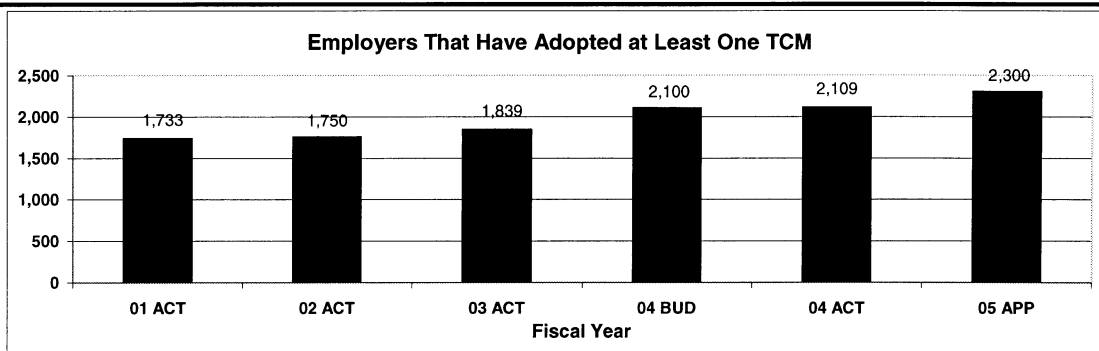
^cAs measured by a survey of employers with 25+ employees. The survey process is under review, which may change these outcomes.

^dAs measured by the number of employers working with program staff.

^eThe employee outreach measures are being revised, so the data may not be comparable across years.

EXPLANATION:

The number of employers that have adopted at least one transportation control measure (TCM) climbed from 1,733 in FY01 to 2,109 in FY04, a 22% increase. By FY05, it is anticipated that about 2,300 employers will participate, an increase of another 9 percent.



PROGRAM PARTNERS IN SUPPORT OF OUTCOMES: Local employers, civic associations, municipalities, environmental groups, transit advocacy groups, Maryland Mass Transit Authority, Maryland Department of Transportation, Metropolitan Washington Council of Governments, US Environmental Protection Agency.

MAJOR RELATED PLANS AND GUIDELINES: Fare Share/Super Fare Share; Smart Moves! Campaign; Maryland Commuter Choice Tax Credit; Best Workplaces for Commuters.

PUBLIC WORKS AND TRANSPORTATION

Transit Services

PROGRAM: Ride On	PROGRAM ELEMENT:
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PROGRAM MISSION:
To provide timely, safe, efficient Ride On bus service to bus passengers

COMMUNITY OUTCOMES SUPPORTED:

- Reduced traffic congestion
- Improved accessibility to employment and retail centers
- Improved mobility for those with limited transportation options

PROGRAM MEASURES	FY01 ACTUAL	FY02 ACTUAL	FY03 ACTUAL	FY04 BUDGET	FY04 ACTUAL	FY05 APPROVED
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Outcomes/Results:						
Accidents per 100,000 miles	3.47	3.57	3.69	3.70	4.31	4.40
Passengers transported (000)	21,858	23,012	23,023	22,936	23,198	23,221

Service Quality:						
Customer complaints per 100,000 passengers	7.1	9.5	10.8	10.5	10.6	10.8
Percentage on-time performance ^a	92.0	75.6	80.0	90	83.0	90

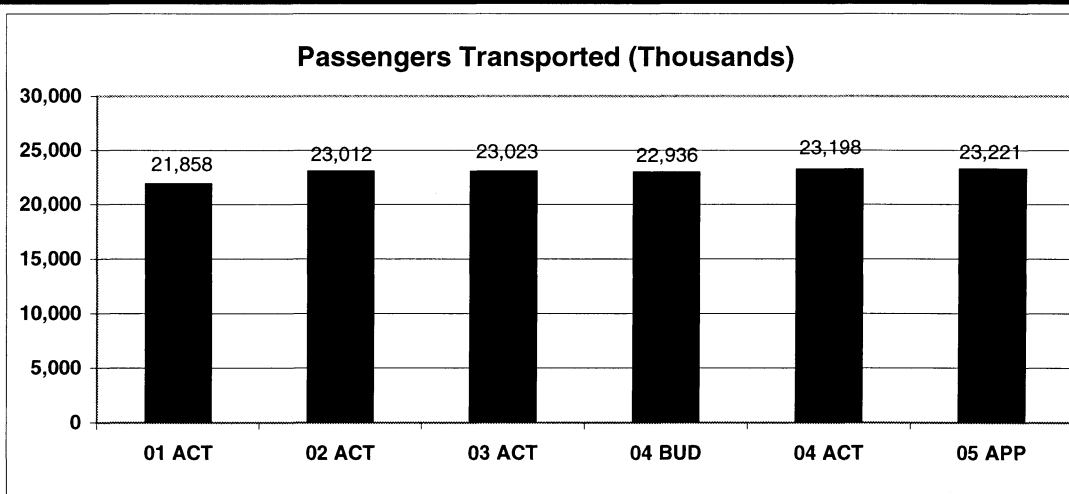
Efficiency:						
Cost per hour of service (\$)	53.03	57.15	59.22	62.41	65.99	67.40
Cost per passenger (\$)	2.15	2.26	2.39	2.56	2.68	2.86

Workload/Outputs:						
Hours of bus service (000)	885	910	929	940	942	985

Inputs:						
Expenditures - direct operating (\$000)	46,930	52,007	55,020	58,665	62,165	66,393
Workyears	492.3	515.8	528.6	549.4	549.4	562.8

Notes:
^aAn industry acceptable standard for on-time performance is 90 percent.

EXPLANATION:
The FY01 budget included additional service on the most heavily used Ride On routes. Ridership is expected to increase by 6.2% between FY01 and FY05. The first phase of Go Montgomery! service will be added in FY04 and FY05, and fares will increase in both years.



PROGRAM PARTNERS IN SUPPORT OF OUTCOMES: Washington Metropolitan Area Transit Authority, Division of Fleet Management Services, Maryland State Department of Transportation.

MAJOR RELATED PLANS AND GUIDELINES: Transit Services' Strategic Transit Plan.